

## Product Information / Enterprise Mobility

# Mobile IT-Service Management

**Wanted:** A cost and time optimisation tool for IT related work orders at the customer's

Service providers face a great deal of challenges related to IT infrastructure, IT outsourcing or maintenance orders. On the one hand, the quality standards required by customers are steadily rising; on the other hand, relevant services provided must always be more cost-effective.

In order to provide the client with a powerful service, the mobile business areas must be completely integrated into the company's resource planning, because such integrated systems are the only option for organising workflows in a structured, efficient and transparent way.

**Found:** The intuitive operable tool for easier, more efficient management by service workers

With the S&T's modular mobileITSM Software-Suite employees get an efficient, easy-to-use tool, which is integrated in a platform, thereby allowing access to feature improvements and the latest information on:

- Ticketing
- Planning regular maintenance orders
- Remote access to data sheets, floor-plans, manuals, etc.
- Documentation of carried out jobs
- Embedding in the existing IT infrastructure

In this way, mobileITSM increases the overall availability of maintained objects or plants, thus improving customer satisfaction.

**Mobile Client (for customer service engineers)**

The mobileITSM Client provides the service engineer with all the information required on-site directly on the mobile device. On the basis of these data, the work day starts directly at the first customer's location, thus saving time and allowing faster responses to customer requests. On-site, the engineer can enter working hours, consumables and protocols on work orders directly into the system, thereby fully eliminating any subsequent „red tape“. The relevant information is then practically available for the back office staff without any delay.

The features include, amongst others, the following:

- Push notification for new customer service cases
- Overview of a user specific service



With the mobileITSM Services Software-Suite you can:

- Increase efficiency and quality
- Increase customer satisfaction
- Avoid the administrative workload and multiple filling-in of forms
- Reduce maintenance costs
- Improve planning and scheduling
- Extend the usage period of assets
- Carry out initial repairs faster
- Optimise personal resources and material consumption

- An offline editing function
- Provision of evidences with a detailed description and information
- An inventory list
- Final processing of a customer service case (with the documentation on the solution)
- Transfer to other service engineers
- Creating a new customer service file
- Transparency of all business processes (current status, evaluability)

## Benefits

mobileITSM guarantees the complete integration of business processes in customer service into existing systems, thereby allowing continuous electronic processing.

mobileITMS offers, amongst others, the following:

- Cost efficient guidance of employees' activities and their work-load
- Lowering costs by avoiding multiple data input and thereby reducing working hours for administrative purposes
- Improved transparency by prompt feedback
- More relevant and latest on-site customer service data
- Improved service quality by prompt notifications to the customer-increased customer satisfaction

## Integration Possibilities

mobileITSM allows integration into the existing IT infrastructure and backend systems, (e.g. helpdesk-systems, repair order systems, troubleshooting systems, SAP, Microsoft Dynamics AX, NAV, CRM, Infor, etc.).



## About S&T AG

The publicly quoted company S&T AG (Security Code Number: A0X9EJ ISIN: AT0000A0E9W5) as a system house and manufacturer of IT systems is one of the leading IT solution providers in Central and Eastern Europe, with around 1,600 employees, branch offices in 19 Central and Eastern European countries and an extensive portfolio of proprietary technologies.

As a well-known solution supplier, S&T AG's core business includes amongst other things the development, implementation and operation of customer-specific solutions as well as outsourcing, integration and consultation within the IT field. In addition, as a well-known IT manufacturer, S&T scores points with a broad portfolio of proprietary products, which range from PC and server hardware and mobile solutions to hardware and software based special systems, such as highly professional security appliances.

Well-known customers in most diverse branches trust S&T's IT-solutions and professional services, respectively, in the fields of hardware and software, or consulting, integration and outsourcing. The strong regional presence of S&T AG enables an almost region-wide and cross-national service delivery for customers and partners with international orientation in Central and Eastern Europe.

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